

INFORMATION SERVICES

BUDGET UNIT: COMPUTER OPERATIONS (IAJ-ALL)

I. GENERAL PROGRAM STATEMENT

The Computer Operations budget finances the staff; its associated costs, the hardware and software costs of the day-to-day operation of the county's computer center and wide area network. The center provides a 24-hour-a-day, 7 day-a-week service to county departments and agencies.

II. BUDGET & WORKLOAD HISTORY

	Actual 1999-00	Budget 2000-01	Actual 2000-01	Budget 2001-02
Total Operating Expense	15,518,000	17,844,307	16,456,799	20,759,820
Total Revenue	17,131,289	17,842,752	18,121,601	20,759,820
Revenue Over/(Under) Expense	1,613,289	(1,555)	1,664,802	-
Fixed Assets	423,456	966,117	761,216	1,771,078
Budgeted Staffing		138.1		165.1
<u>Workload Indicators</u>				
PC Users/E-Mail Customers	10,074	11,280	13,168	12,500
Record Keyed	21,042,813	23,500,000	24,338,418	23,800,000
Dist. Depart. Sys. Sup. Bill. Hrs.	17,311	9,459	5,977	4,868
Telepro. Sup. Billable Hrs.	4,950	8,771	6,161	7,146
Wan Connections	375	343	365	363
CPU Hours	10,409	11,043	12,788	14,627
PC Desktop Billable Hours	16,774	16,072	16,287	22,629

The expense savings is the net result of salary savings from unfilled vacant positions during the year. Revenues collection were higher than budget resulting from increased demand of labor services that were offset by under collection of revenue in the microfilm services area.

III. HIGHLIGHTS OF BOARD APPROVED CHANGES TO BUDGET (see attachments for detailed changes)

STAFFING CHANGES

Changes in budgeted staffing increased a net 27 positions. Customer Services Division – 18 positions added to establish a customer service organization to provide countywide information technology customer relationship management and personal computer (PC) product support services.

Server Management – 4.9 positions added to provide county departments with centralize management of business-critical application computer server systems that takes an infrastructure consolidation model approach.

Departmental PC Desktop Support – 7.8 positions added to meet expanded workload increases from countywide departments for PC desktop support, primarily in Human Services System, Behavioral Health, Arrowhead Regional Medical Center and other county departments in general.

Integrated Document Management – 3.0 positions added to meet workload increases in countywide imaging projects in the Auditor/Controller, HSS, Surveyor, Transportation, and Human Resources departments.

Public Service Employee, extra help & other fiscal staffing changes – Decrease 6.7 positions due to reduction in the use of Public Service Employee positions and other fiscal support positions.

PROGRAM CHANGES

Board approved three-year lease purchase of Windows 2000 infrastructure policy item resulting in an increase in the central computer appropriations of \$330,996 to cover the first year cost of which \$105,919 is local cost from the general fund.

INFORMATION SERVICES

GROUP: Administrative / Executive Group
DEPARTMENT: Information Services - Computer Operations
FUND : Internal Service IAJ ALL

FUNCTION: Other General
ACTIVITY: Computer Oper.

	2000-01 Actuals	2000-01 Approved Budget	2001-02 Board Approved Base Budget	2001-02 Board Approved Changes to Base Budget	2001-02 Final Budget
<u>Appropriations</u>					
Salaries and Benefits	5,928,502	7,141,356	8,238,516	780,369	9,018,885
Services and Supplies	10,575,319	10,449,250	10,974,029	141,776	11,115,805
Other Charges	3,589	29,999	29,999	67,850	97,849
Total Expenditure Authority	16,507,410	17,620,605	19,242,544	989,995	20,232,539
Reimbursements	(537,061)	(593,452)	(593,452)	(153,810)	(747,262)
Depreciation	486,450	817,154	817,154	457,389	1,274,543
Total Operating Expense	16,456,799	17,844,307	19,466,246	1,293,574	20,759,820
<u>Revenue</u>					
Current Services	18,118,482	17,842,752	19,464,691	1,295,129	20,759,820
Other Revenue	3,119	-	-	-	-
Total Revenue	18,121,601	17,842,752	19,464,691	1,295,129	20,759,820
Revenue Over/(Under) Exp	1,664,802	(1,555)	(1,555)	1,555	
<u>Fixed Asset Exp</u>					
Equipment	728,164	750,000	750,000	390,000	1,140,000
Equip/Lease Purchase	33,052	216,117	216,117	414,961	631,078
Total Fixed Assets	761,216	966,117	966,117	804,961	1,771,078
Budgeted Staffing		138.1	156.1	9.0	165.1

Total Changes Included in Board Approved Base Budget

Base Year Adjustments

MOU/Inflation

Salaries and Benefits 210,082 MOU, 7% Tier, Workers Comp, Retirement
Services and Supplies 158,136 Inflation, Risk Mgmt Liabilities
172,621 Software license renewal increase.
117,000 EMACS PeopleSoft support cost increase

447,757

Subtotal Base Year Operating Expense 657,839

Subtotal Base Year Revenue -

Subtotal Base Year Revenue Over/(Under) 657,839

Mid Year Adjustments

Salaries and Benefits 83,000 Position added to IAJ-SSD to support Behavioral Health departmental system - Board Approved Oct. 24, 2000
804,078 14 positions for a new Customer Service Division - Board Approved March 13, 2001

887,078

Services and Supplies 77,022 For a new Customer Service Division - Board Approved March 13, 2001

Subtotal Mid Year Operating Expense 1,621,939

Subtotal Mid Year Revenue 1,621,939

Subtotal Mid Year Revenue Over/(Under) -

Total Operating Expense Change 1,621,939

Total Revenue Change 1,621,939

Total Revenue Over(Under) Expense -

Total 2000-01 Operating Expense 17,844,307

Total 2000-01 Revenue 17,842,752

Total 2000-01 Revenue Over/(under) (1,555)

Total Base Budget Operating Expense 19,466,246

Total Base Budget Revenue 19,464,691

Total Base Budget Rev Over(Under) Exp (1,555)

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Board Approved Changes to Base Budget

Salaries and Benefits	(31,094)	Administrative Clerk II
	376,693	Automated Systems Analyst I, expansion is departmental LAN support services
	(49,942)	Automated Systems Analyst II
	25,585	Clerk II
	(35,844)	Computer Operations Specialist
	(39,721)	Computer Operations Supervisor
	35,489	Data Entry Operator II Incen 5
	30,161	Fiscal Clerk I
	32,428	Fiscal Clerk II
	34,508	Info. Services Team Aide II, technical assistance for Integrated Document Management team
	74,926	Network Services Supervisor, additional supervision to support expanded LAN services
	(25,585)	Photographic Laboratory Technician
	(45,512)	Production Control Supervisor
	136,016	Programmer Analyst III, growth in Integrated Document Management
	(91,224)	Public Service Employee, decrease use in extra help staff
	41,198	Storekeeper, transfer from Central Stores
	(28,889)	Supervising Microfilm Photographic T.
	(38,745)	Supervising Teleprocessing Specialist
	82,780	Systems Development Team Leader, supervision for Integrated Document
	263,640	Systems Support Analyst III, countywide Server Management consolidation and departmental system support.
	6,799	Systems Support Supervisor, overtime
	26,702	Teleprocessing Specialist
	<u>780,369</u>	
Services and Supplies	1,488,622	Unbundling of software cost from decision to buy IBM Mainframe computer instead of continue to lease it
	(1,665,097)	Decrease resulting from conversion of IBM Mainframe computer equipment lease to purchase
	107,126	Replacement equipment purchases of personal computers and printers
	175,607	Increased equipment maintenance cost from lease conversion of mainframe and equipment coming off of warranty
	261,144	Increase in Systems Developments needs to automate accounting & billing processes
	203,802	Increase in Distributed DDP equipment
	(549,168)	Decrease in COWCAP
	30,130	Miscellaneous cost changes in other S&S accounts-training, temporary help, subscription services, etc
	89,610	Software license and support cost of Windows 2000 approved policy item.
	<u>141,776</u>	
Other Charges	35,555	First year interest cost of lease purchase loan for Windows 2000 approved policy item.
	32,295	Increase due to a new loan to purchase equipment.
Total Other Charges	<u>67,850</u>	
	(153,810)	Increase due to the cost adjustments in the allocation of ISD's central fiscal & administrative support cost
Depreciation	205,831	Equipment depreciation for Windows 2000 approved policy item.
	251,558	Depreciation of new equipment purchases.
Total Depreciation	<u>457,389</u>	
Total Operating Expense	<u>1,293,574</u>	
Revenues	330,996	Increased 2410 charges to reflect Windows 2000 approved policy item.
	964,133	Increase in CPU usage, Internet and WAN connections, scanning services and direct support of departmental systems.
Total Revenue	<u>1,295,129</u>	
Revenue Over/(Under) Exp	<u>1,555</u>	
Fixed Assets Expense	390,000	Purchase additional DDP equipment, tapes drives, PCs, laptops and computer
	209,138	A new loan is pending and additional lease-purchase of the Mainframe Storage Area Network
	205,823	New lease purchase loan for Windows 2000 approved policy item.
	<u>804,961</u>	